

April 2018

Application Pack for the role of Box Office Assistant

To apply please fully complete the Arcola Application Form (which you can download from the Arcola Theatre website) and email it to Front of House Manager, Norna Yau at: fohjobs@arcolatheatre.com



We cannot accept CVs.

Please feel free to save and send the Equal Opportunities monitoring form separately from your application form.

Please do not apply if you do not have the relevant experience as this position is not a 'first step into the industry' role.

Please note that we can only accept applications from people who have a work permit for the UK.

Unfortunately, as we are a charity with limited resources, we will only respond to short listed applicants. If you have not heard from us by Friday 11th May, your application will have been unsuccessful.

The deadline for applications is: 12pm Monday 7th May 2018

Interviews will take place the week commencing: 14th May 2018

JOB DESCRIPTION

ROLE: Box Office Assistant

LINE MANAGER: FRONT OF HOUSE & BOX OFFICE MANAGER

ARCOLA THEATRE

Arcola Theatre is based in the heart of Dalston, East London and is a National Portfolio Organisation of Arts Council England. Since 2000, Arcola Theatre has been developing a dynamic and strong reputation for its high standards of theatre programming, community and creative learning engagement and through its ethos for environmentally sustainable arts practice.

Arcola Theatre it is now considered as one of the most respected arts venues in the UK. Founded by Artistic Director Mehmet Ergen and Executive Producer Leyla Nazli, Arcola Theatre is blazing a trail in artistic excellence and innovative management style. From its in-house productions in its main house studio one, to ground breaking work in Studio 2, Arcola programming features some of the most exciting directors, actors and writers working in the industry through to residencies from some of the most exciting young companies in the world. Arcola is much more than an arts venue and runs one of the most extensive multi-cultural community and youth programmes in East London. Arcola Theatre has won numerous awards in its 15 years of operation and most recently this included winning "Most Welcoming Theatre" at the Off West End Awards since 2014. After recent renovation of the building, Arcola Theatre is embarking on an exciting new chapter of its recent history.

PURPOSE OF THE ROLE

Arcola Theatre is now recruiting **Box Office staff**.

We are looking to recruit Box Office staff who are able facilitate the smooth running of the Arcola

Theatre box office, keeping up to date of what is happening in the various studios around the building, so correct information can be passed on to hirers and patrons; also supporting the Duty Manager to ensure the audience receive excellent customer service when collecting their tickets.

RESPONSIBILITIES

Specific responsibilities include but are not limited to:

Within the role of Box Office Staff, duties include:

- Taking bookings over the phone and in person
- Knowledge of current ticket offers, including all concessions rates
- Knowledge of running reports in Spektrix
- Issuing tickets to customers

PERSON SPECIFICATION:

- Previous Box Office experience in a busy Front of House environment is essential.
- Ability to think quickly, prioritise and multi-task within a fast paced environment.
- Excellent customer service skills and a good sense of humour, even under pressure.
- Flexibility and the ability to adapt to changing circumstances.
- Ability to engage confidently and pleasantly with a wide range of people.
- Ability to handle money and accurately record sales.
- Working knowledge of Box Office systems and familiarity with theatre ticketing systems essential.
- Good working knowledge of Spektrix essential.
- Interest in Theatre.
- Excellent attention to detail.
- Excellent organizational skills.
- Willingness to work evening and weekend shifts (minimum of 2 shifts per week).
- First Aid & Fire Marshal trained, with certificate – desired.

OTHER BENEFITS

- Complimentary Staff tickets for you and a guest, subject to availability.
- Staff discount on the Bar.
- Occasional offers, for other theatres.

TERMS & CONDITIONS:

Title of post: Box Office

Hours: Allocated on a shift basis by your Line Manager

Typical pattern of work as Box Office: 12:15 - 20:30 (Mon – Sat)

With some additional Sunday shifts also available, dependent on programming.

Box Office Salary: £8.87 per hour

Contract: Zero hours

APPLICATION PROCESS:

Application by submission of an Arcola application form, showing how each of the points required in the person specification is met, via email to Norna Yau, Front of House & Box Office Manager at: fohjobs@arcolatheatre.com.

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